WORTHING BOROUGH
COUNCIL
Revenues & Benefits

Adur & Worthing Councils
Portland House
44 Richmond Road
Worthing
West Sussex, BN11 1HS
www.adur-worthing.gov.uk

Dear Sir/Madam

Paying your Council Tax by Direct Debit

Over the years Worthing Borough Council has invested heavily in customer services and offers various ways that Council Tax payments can be made, with Direct Debit being our preferred method.

More than 34,000 customers already enjoy the advantages of paying by Direct Debit which include

- Safety and security – the Direct Debit guarantee protects you if anything should go wrong
- Convenience – once you have returned your Direct Debit mandate the money comes out of your account regularly without you having to do anything
- No queuing to make a payment
- No more writing cheques or postage costs
- Monthly payment options with four dates available on the 1st, 8th, 15th or 25th of each month
- No late or missed payments

If you would like to join the majority of customers and pay by Direct Debit please telephone the Customer Service Team on 01903 221061 or complete the form on the reverse of this letter (ensuring that you include your nine-digit account number that's shown on your Council Tax bill) and return it to us. We will aim to process your request within one month of receiving your form.

Once we have set up your Direct Debit we will write to you confirming that this has been done, but until you receive confirmation please continue to pay the Council Tax instalments that are shown on your bill by another method.

If you do not wish to pay by Direct Debit, you can also pay by PayPoint at many local shops using the PayPoint barcode that's on your Council Tax bill. A list of your nearest PayPoint outlets can be found at www.paypoint.co.uk/locator.

If you have any questions about ways to pay your Council Tax please call the Customer Service Team on 01903 221061.

Yours faithfully

Paul Tonking
Head of Revenues & Benefits

WORTHING BOROUGH COUNCIL

DIRECT Debit

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the form using a ball point pen and send it to

Worthing Borough Council
Revenues & Benefits
PO Box 5000
Worthing
BN11 1JN

Service user number

9	9	0	8	7	6

Council Tax or Business Rates account number

Name(s) of account holder(s)

Property address to which charge relates

Postcode

Bank/building society account number

Branch sort code

Name and full postal address of your bank or building

To: The Manager — Bank/building society

Address

Postcode

Please tick your preferred payment date and number of instalments

1st ☐ 8th ☐ 15th ☐ 25th ☐

10 Months ☐ 12 Months ☐

Please note that the number of instalments during the financial year will depend upon the date that this instruction is received by Worthing Borough Council.

This is not part of the Instruction to your bank or building society

Instruction to your bank or building society

Please pay Worthing Borough Council Direct Debits from the account detailed in this instruction, subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Worthing Borough Council and, if so, details will be passed electronically to my bank/building society.

Signature(s) Date

Banks and building societies may not accept Direct Debit Instructions for some types of account.

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee

DIRECT Debit

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Worthing Borough Council will notify you fourteen working days in advance of your account being debited or as otherwise agreed. If you request Worthing Borough Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Worthing Borough Council or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. You should contact your bank or building society to request a refund.
  If you receive a refund you are not entitled to, you must pay it back when Worthing Borough Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify Worthing Borough Council.